

INTERNAL COMPLAINT PROCEDURE - RESIDENTIAL SALES/LETTINGS & MANAGEMENT

Turner Sales & Lettings

- As a member of the Association of Residential Letting Agents (ARLA), we aim to provide the highest standard of service to all landlords and tenants, in line with their Code of Practice. One of the requirements of our membership of ARLA is that we have a process for assessing complaints about our service, appropriate to our firm's size and structure.
- All branch staff will deal with the normal day to day problems on a one to one basis but once a formal complaint as such has been raised, i.e. "I am not satisfied with the standard of your work/conduct/behavior etc and I wish to make a formal complaint", then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents - terms of business, tenancy agreement, inventory etc, and send it to Nick Munro at 34 Broadway, Leigh On Sea, Essex, SS9 1AJ. Your complaint will be acknowledged within three working days.
- The grievance letter will be acknowledged promptly, investigated in accordance with established "in-house" procedures and a reply sent to you within fifteen working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.
- Subsequently, if you remain dissatisfied with the way we have handled your complaint, or the complaint involves a specific member of staff or director please write to Zac Turner at 34 Broadway, Leigh On Sea, Essex, SS9 1AJ, you will then receive our final review findings and viewpoint.
- Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury, Wiltshire
SP1 2BP

Who will arrange for your complaint to be assessed by an external Independent Case Examiner in line with the criteria and procedures set out in their published complaints procedure/leaflet. You have up to 12 months to refer your complaint to the Property Ombudsman.